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**From:** garrett@pharmasales.com[garrett@pharmasales.com]  
**Sent:** Thur 11/12/2020 6:08:41 PM (UTC)  
**To:** Charles Boyd[CharlesB@Safechain.com]; Pat Boyd[PatB@Safechain.com]  
**Cc:** Adam Brosius (Contact)[adam@pharmasales.com]; Jenna Mellott[jenna@pharmasales.com]  
**Subject:** FW: Product issues  
**Attachment:** IMG\_20201112\_124644.jpg  
**Attachment:** IMG\_20201112\_124542.jpg  
**Attachment:** IMG\_20201112\_124558.jpg

Hey Guys,

Another HIV bottle issue. The customer will need to return the symtuza but he will keep the Triumeq. He also needs to return an Isentress 400. This was a mistake on the reps part, we did catch it yesterday and asked Dre to pull it from the order but it was pretty hectic at that time so I am sure he didn't get to it.

The Isentress 400 we will sell no problem. The symtuza was purchased from Gentek

Jenna Please submit a return request

Garrett Mellott  
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Skype: gmellott1 | Email: [garrett@pharmasales.com](mailto:garrett@pharmasales.com)  
[www.pharmasales.com](http://www.pharmasales.com)



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**From:** Invoice 9229 <9229sales@gmail.com>  
**Sent:** Thursday, November 12, 2020 12:57 PM  
**To:** Adam Brosius <adam@pharmasales.com>; Garrett Mellott <garrett@pharmasales.com>  
**Subject:** Fwd: Product issues

Hi Adam and Garrett

Customer has issues with 2 bottles need to do return for the symtuza please see email below and the isentress 400 Customer didn't need this item.

----- Forwarded message -----

From: **Ascan Pharmacy** <[ascanpharmacy@gmail.com](mailto:ascanpharmacy@gmail.com)>  
Date: Thu, Nov 12, 2020 at 12:48 PM  
Subject: Product issues  
To: Invoice 9229 <[9229sales@gmail.com](mailto:9229sales@gmail.com)>

GOVERNMENT  
EXHIBIT

196

1:24-cr-20255-WPD

Prezcobix inside sealed symtuza bottle...see image and lot #

Triumeq bottles showing correct info on left side bottle and questionable info on the left









